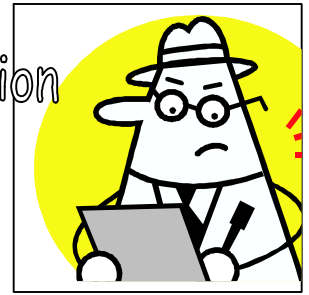


How to Complain - A Consumer Guide to Action

Essential Question: How does the consumer complain about products and/or services effectively, and what information should they know to preserve their consumer rights?



DIRECTIONS: Using the website-

http://www.consumeraction.org/english/articles/how_to_complain_guidelines_for_resolving_complaints, answer the following questions about the consumer complaint process.

1. It is recommended to complain as soon as possible, or as soon as a defect shows itself. What are the reasons for this advice?
2. What relevant information should you have at hand before you make a telephone complaint?
3. Why is anger an inappropriate response when making a consumer complaint?
4. List the reasons given for complaints to be made in writing.
5. If your first attempt to resolve your problem does not work what is recommended?

6. List several ways government agencies might influence or help in the resolution of a problem.
7. What is an Action Line?
8. How would you stop payment on a check and when would this be effective?
9. How could using a charge card for purchases protect your consumer rights?
10. List the general rules for using the small claims court in your state.